



Always Welcoming – Always Helpful  
Always Expert – Always One Team

At Gosh we have more than 160 Apprentices on program. Apprenticeships are vocational learning programs, that involve an employee studying and learning as part of their every day role, hoping to gain an industry recognized qualification and make the next step in their chosen Career. New Apprenticeship programs are released each month. Our Gosh Apprenticeships include recruited Apprentices in clinical and non-clinical roles at the start of their career, right up to Degree level Apprenticeships in Clinical Non-clinical roles at Great Ormond Street.

Our aim is to provide a Career path for each role at Great Ormond Street

During the pandemic many of us had to have had to change our job roles and take on other or more responsibilities to support GOSH.

This has been no different for our Apprentices! Many have supported the wider team at Gosh and many have supported the wider cause in many other ways and benefitted massively from the experience ! We are happy to share some of their stories and thank them for the part they continue to play!

**Laurence O'Sullivan-Whiting**  
**(Workforce Development Lead – Apprenticeships)**  
**Great Ormond Street Hospital**

AMBER JAMES  
NIGHTINGALE HOSPITAL

# HEALTHCARE ASSISTANT APPRENTICE

## *Who are you, what course are you doing and where do you work ?*

My name is Amber, I am a 25 year old health care assistant at Great Ormond Street Hospital, on a spinal and orthopaedic ward! I joined the Trust through an apprenticeship programme in May last year. I was due to finish the programme last month however due to a global pandemic, our apprenticeship was given a break in learning!

## *How did your role change?*

During the global pandemic, the trust made alterations to peoples' roles across the hospital and HCA and apprentices were not an exception. This is something I was relieved at because I felt valued and acknowledged at all times. At first our ward was moved, and our speciality was combined with other surgical specialities across the Trust. This meant that teams joined in ways that have never been done before, establishing new relationships, learning different skills and upskilling where possible. I also put myself forward for a redeployment to The Nightingale @The ExCel. I was accepted and my ward & junior ward sisters, head of nursing and my colleagues supported my decision. I went to The Nightingale as a Clinical Support Worker, which meant my roles and responsibilities were very much the same but I was encouraged and supported to upskill in ways I would have never have thought of. Everybody supported me with engaging in new skills as I was keen to learn as the shifts went on. I did ventilation observations, suctioning of an ET tube, prone-ing patients, ArtLine bloods, paper charts and documentation, and finally working with adults was a huge change and learning their vital signs with COVID-19.



### *What challenges did you face?*

Working within an ITU was a challenge in itself, including the intensity of PPE you have to wear whilst working and meeting 100's of new people whilst working at a fast pace with them without an orientation of who is who and what their background is. You had to quickly get to know new faces, without even being able to see their face, you had to work at such a speed because time was not something on your side, your ability to think outside of the ExCel became impossible, so it was important that you utilised the wellbeing team, regardless if you were struggling or not. Not being able to use body language and facial expressions was difficult as this is something I rely on heavily to communicate and to know if I'm doing a good job. But the biggest challenge was thinking about how the patient's life is quite literally in our hands, and the lack of family and normality they had. The lights stayed bright, the concept of time vanished and the conversation with loved ones was non-existent on the ward.

### *What did you learn?*

I learned so much from the team around me, with them being from all different background, Confidence is something I have most definitely taken away from the experience. The PPE flattened the hierarchy and gave me greater confidence to speak regardless of how senior they were. I have also learned I am capable of supporting ITU staff when working with a severely sick patient. I worked closely with physios and learned many factors that play a part in an adults respiratory and skills around moving and handling to benefit them greater. I learned how to take bloods from an Art Line, read ventilator settings, how to prone a patient effectively. I learned a new set of skills surrounding communicating with PPE. I had never before been involved with a deteriorating/dying patient, and every day I was faced with that factor. I had also never had to do end of life care for a patient until my last shift at The nightingale and I was educated and supported through that experience and have gained a sense of relief being able to provide that for somebody and their family, and the confidence if I were to be faced with that again.

### *What will you take forward?*

Everything will be taken forward, all the new skills and challenges I faced will remain a part of me and the career I hope to progress further into. It has given me the greatest urge and determination to continue helping others, gain new skills at every given opportunity and seek out many more new experiences

### *What do you plan for the future?*

To become a nurse, to work/volunteer in future pandemics/crisis, to carry out humanitarian/front line work where possible.

Since coming back from The Nightingale, I was given some time off to rest and recharge my batteries, and I was given the opportunity to help and support the temporary acute crisis mental health ward on Kingfisher ward. This again is a new field and environment of care for me and I have already learnt so much and been supported by the Trust. I will continue to learn and grow as a practitioner, I will not stop at being a HCA!

## ELEANA PIERI COVID-19 TESTIMONY

# NURSING ASSOCIATE APPRENTICE

My name is Eleana Pieri, I am in my first year of the Apprentice nurse Associate Course and I work at Great Ormond Street Hospital. I am usually based in the Clinical Research facility where we work on many fascinating clinical trials.

Due to the COVID-19 Pandemic, my role has changed significantly. I was redeployed on 1st April to work on the newly opened general paediatric wards at GOSH. For the majority of the past 2 months, I have been based on Hedgehog ward, designated to treating paediatric patients with Coronavirus from across North/Central London. I have also done some shifts on various wards such as Sky, Squirrel, Kangaroo, and Chameleon to support the nursing teams. I have been working alongside registered nurses and HCAs, supporting them in patient cares within my remit. Whilst on hedgehog ward, I have developed my knowledge and skills in general paediatrics and have been able to apply these in practice. For example, I have frequently been doing A-E assessments and am able to recognise early warning signs of deterioration, raising these with my supervising nurse.

This has been an undoubtedly testing time that has presented many new challenges for everyone. In my personal experience, my biggest challenge was being redeployed onto what was essentially a HDU ward and working with completely new teams of nurses each day. My role in Research is very different to working on the wards so this was a big step outside my comfort zone. With the support of the amazing nurses and education team, I was able to quickly familiarise myself with how best to care for the patients we were receiving across North-Central London. I attended upskilling sessions and various relevant training sessions wherever possible. I am so grateful for this challenge as I feel that I have made significant progress in my role and have been able to contribute to the international fight against Covid-19.



I have learnt and am still learning about how Covid-19 is affecting paediatric patients, many presenting with an inflammatory response syndrome. The conditions we have been treating are new and unknown but the fundamental patient care remains the same. I have also developed my clinical skills such as medications management and administration. I have been taught to give subcutaneous injections and now feel confident in doing so.

Things I will take forward include:

- The importance of effective teamwork and communication; infection control;
- how to provide a detailed, relevant handover
- how to provide holistic patient and family care in any given circumstance.

This period in time has shown me that Paediatric Nursing is my ultimate goal, so my plan for the future is to complete my Nursing Associate degree over the next year and continue my career at GOSH. I hope to go on to complete the top-up course and one day become a Registered Nurse.





# TEAM LEADER / SUPERVISOR APPRENTICE



My name is Alkida Kamberi. I work as the Digital Learning Manager in Organisation and Employee Development (HR&OD). I recently (June 2020) completed the ILM Team Leader/Supervisor Apprenticeship programme.

### How did your role change?

My role has not changed very much but I certainly learnt new skills and reinforced my previous knowledge on various aspects of leadership and management.

### What challenges did you face?

Some of the aspects of the programme were not applicable to me in the NHS working environment so it was difficult to obtain witness statements and a few of the scenarios I had to draft imagining if I was in that particular circumstance, what would I do? Also, my final exam happen to take place during the pandemic. It was a period of uncertainty for the nation and the provider, having to adjust to new processes of conducting exams remotely. The tutor had to observe me from my phone taking the exam on my computer. It was a period where we had to trust each other and the technology/internet to fail us, but in the end, everything worked itself out and both my tutor and I were happy with the outcome.

### What did you learn?

Key responsibilities such as supporting, managing and developing team members, managing projects, planning and monitoring workloads and resources, delivering operational plans, resolving problems, and building relationships internally and externally.

### What will you take forward?

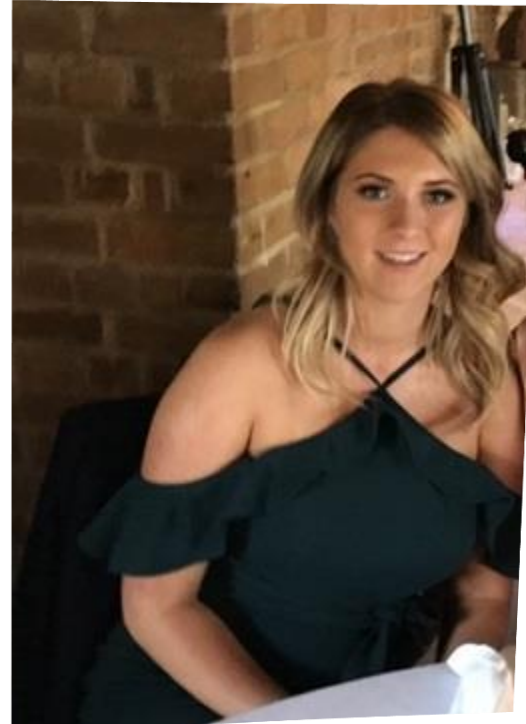
I learnt a lot in a specific area such as Finance and managing budget. In addition to this I learnt that a manager can be successful, lead an effective team and complete projects by being transparent with the team, by having clear expectations from the start, by being inclusive in decision making, being a good listener and an excellent communicator.

### What do you plan for the future?

I love working at GOSH and I love the people I work with. My plans for the future change constantly due to the variety of skills I have but I can see myself succeeding in the Technology World or Operational World. For now I will continue to support teams, projects and the Trust to achieve its 5 year exceptional strategy.

## JORDAN BROWN COVID-19 TESTIMONY

# MEDICAL PA



My name is Jordan, I am a 19 year old Medical PA at Great Ormond Street Hospital, and I work in the International and Private Patients Department (IPP). I joined the trust in January 2020 this year as a Junior Medical PA through a business and administration Apprenticeship. During the pandemic my apprenticeship was put on pause due to the change in my role, however my apprenticeship is now back on track and I was appointed as a Medical PA in IPP in July of this year.

### How did your role change?

During the Pandemic, like many other hospitals, the Trust had to make alterations to many peoples' roles, both clinical and non-clinical. Due to working in IPP our workload dropped considerably due to losing many international patients, that meant a new team was formed of clinical and non-clinical staff from IPP and other hospitals to assist with General Paediatrics from NCL (North Central London). This meant I was part of a team led by General Paediatric nurses from the Whittington hospital, and my colleagues and myself helped with all clerical aspects. I was able to support the staff from outside the Trust with using our systems and they were able to support me with clinical information and language that I had not yet come across. The nurses leading the team were always willing to help with upskilling and encouraged me to learn new skills and knowledge.

### What challenges did you face?

The biggest challenge that I faced being part of the NCL team, was learning on the job, as a I was fairly new to GOSH when the pandemic started I had not yet completed all of my training, this meant that I had to learn skills linked to my role as a Junior PA as well as learning the necessary skills for the NCL team. As time went on this obviously became easier and the more I learnt the more I enjoyed my new role.

### What did you learn?

Being new to GOSH and the NHS I learnt a lot from my team, due to their different previous experiences and backgrounds. I learned a large amount of new medical terminology from the nurses, which I will now be able to take forward in any role that I may take on. My confidence grew massively, I was anxious when starting this role due to the being new to GOSH and not very experienced, however the team I was surrounded with were helpful, kind and knowledgeable and were always willing to teach me new skills or knowledge. I now know how NHS pathways vary from Private and that there are both many difference and similarities in the way that the NHS and Private works. I also learnt how valuable non-clinical members of staff are during the pandemic and the work that they do behind the scenes.

### What will you take forward ?

The new medical terminology that I learnt will always be helpful in the future in any role in the NHS and will help me to have a better understanding of many things in the future. I would now feel confident to work with NHS patients and Private patients due to them both differing. I now feel confident that I can take on any problem that I am faced with and be able to help any team that is in need. Everything that I learnt within the NCL team will help me in the future no matter how big or small it may have been.

### What do you plan for the future ?

I hoped to become a Medical PA in the near future, but within the last month this dream has become a reality, and I can only thank the NCL team who helped me to be successful in gaining this role with the knowledge and skills they taught me. I am hoping to finish my apprenticeship within the next year and gain a distinction in it, I would then love to do a higher apprenticeship and continuing learning more skills than I already have.





## YASMIN TETU E SILVA PALFREY COVID-19 TESTIMONY

# HEALTHCARE ASSISTANT APPRENTICE



My name is Yasmin Palfrey, I am doing the level 2 healthcare assistant apprenticeship and I work in outpatients.

In outpatients we had to shut our main building which is to royal hospital for integrated medicine, and went from having 7 wards to only 3 which were located in the main GOSH hospital and the Zayed building. Also lots of our staff were drafted to the covid wards and the general paediatric wards, but I stayed in outpatients.

Our days have really changed from before this started – for example in a day before all of this in a single clinic we would see at least 100 patients, and then during we probably have had the lowest of 5 patients in a day due to lots of appointments changing to telephone instead of face to face. This was something that was happening in most of our clinics we have.

I got to see how we as a Trust coped with this type of situation and I feel like I got some great experience when shadowing the other healthcare assistants and nurse in the department. I also had the time to shadow in different departments and sit in with clinics with CNS' while in outpatients. And I will take forward how important communication and team working is as a whole when working in department. I had a lot of support during this time which was very helpful.

In regards to the future, this situation has allowed me to ask a lot of questions linked to nursing and has opened my eyes to go into paediatric nursing and have taken interest in the nursing apprenticeships available at GOSH once I have completed my level 2 apprenticeship.

JADE KEAM  
COVID-19 TESTIMONY

# HEALTHCARE ASSISTANT APPRENTICE



## Who are you, what course are you doing and where do you work ?

My name is Jade, I am currently doing an apprenticeship as a Healthcare Support worker at Great Ormond Street Hospital. I am studying as a band 2 to hopefully qualify as a band 3 Healthcare Support Worker.

## How did your role change?

My role has not changed during the pandemic. I am still able to learn significantly and complete necessary tasks, the only difference has been more movement around the hospital due to more help needed elsewhere.

## What challenges did you face?

The biggest challenge of all coming to work during this time is fear of obtaining the virus or spreading illness to others particularly vulnerable and immunocompromised patients

## What did you learn?

I have learnt more about the different types of PPE and how to use it properly in each circumstance

## What will you take forward?

I will take my new skills and knowledge forward in to my role and continue to work on my apprenticeship as planned

## What do you plan for the future?

I plan to continue and complete my apprenticeship, enjoy my learning and possibly look into what is required for the Nursing Associate program to see what opportunities lie to improve further.

**PAIGE LAIRD**  
COVID-19 TESTIMONY

# APPRENTICE NURSING ASSOCIATE

## Who are you, what course are you doing and where do you work ?

Hi, my name is Paige, I am coming up to the end of my first year in the apprentice nursing associate program. I am based in theatres, however I am currently on placement in Bear ward.

## How did your role change?

in regards to COVID, my role changed in that I was non-clinical in theatres due to most procedures being aerosol-generated procedures and that I had failed all the masks for fit testing.

## What challenges did you face?

Main one was not being able to practice and complete clinical skills sign-offs and not being able to log clinical learning hours.

## What did you learn?

I've learnt a lot about how to manage PPE as I was one of the main people doing this over a few weeks. I also am refreshing and learning new skills on the ward due to be in a new clinical area - Bear ward and learning a lot about cardiac treatment here.

## What will you take forward ?

All I have learnt that is not usually what I would learn in my previous role in theatres gives me greater understanding and knowledge regarding cardiac and has allowed me to freshen up on skills and learn new skills i.e. administer medication via subcutaneous injection.

## What do you plan for the future ?

I plan to work hard and focus on becoming a qualified nursing associate and following that I would like to eventually top up to become a registered nurse.

# ADVANCED CLINICAL PRACTITIONER



## Who are you, what course are you doing and where do you work ?

I was doing my ACP Apprenticeship – now on pause but have already completed my NMP, I work in dietetics at GOSH within the neuroscience team with a clinical focus on the ketogenic diet.

## How did your role change?

Our nurse left just prior to COVID19. We began to work more remotely as a team. Our Drs were far busier working on the wards. Having to take on a significantly more management role and greater supervision provider. Having to engage with other hospital medical teams far more without Dr involvement.

## What challenges did you face?

New ways of working virtually without significant planning. A whole new team of dietitians to train. The normal ICT barriers. Lack of face to face interaction. Other health services under pressure forcing more non-dietetic calls toward our team.

## What did you learn ?

Skills I developed were history taking, handover skills to medics, NMP skills, improved teaching skills using virtual methods, developed communication skills via technology  
It helped with improved awareness of dietetics and also that improved team working.  
How to deal with very stressed families and staff members  
MDT meetings are more efficient via Zoom!

## What will you take forward ?

Increased use of virtual technology for both the team and also the patients/ families, increased utilization of my NMP

## What do you plan for the future ?

Find out more information about the digital items that are available at GOSH to support family education and patient experience. Continue on my apprenticeship in September look at how my role can develop further. I also want to start doing more now in the hospital move towards being more open to help prepare me for restarting the ACP, as a dietitian the learning curve was huge and I want to reduce that prior to starting in September.